

Communication Study Guide

Instructions: Watch the Communication DVD. Using this study guide, follow along and answer the questions below based on the information in the video.

Definitions:

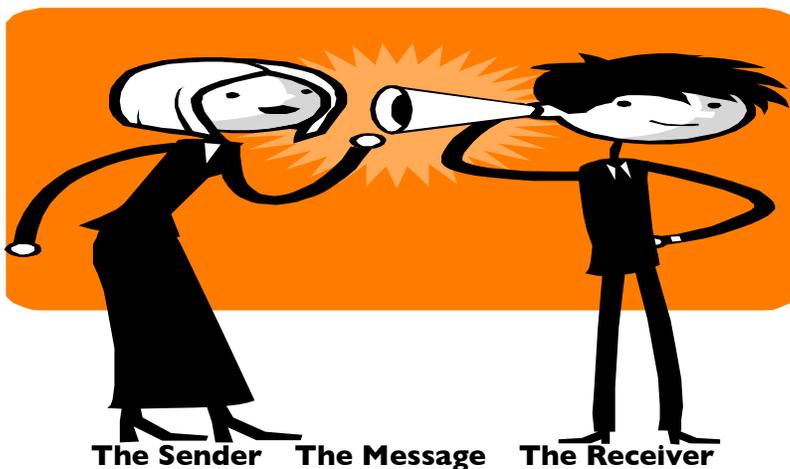
Active Listening	This kind of listening requires that a person hears the words, figures out what they mean, repeats them back to the speaker, and responds to the words in his or her own words.
Communication	Sharing thoughts, views, and feelings.
Modes of communication	The ways in which language and communication can be expressed.
Nonverbal	Communication that is expressed without words.
Sign Language	The mode of communication used in the deaf community. Sign language combines the use of hand shapes, hand and arm movements, facial expressions, gestures, and body language in a structured and conventional manner to express thoughts, views, and feelings.

Critical Thinking:

How do you communicate with other people in your own life?

Your Tools:	Hands	Eyes	Words	Presence
How do you use each to communicate in your own life?				

What is Communication?



Why Communicate?

Give and get information
Express feelings
Solve problems
Learn new things
Persuade others
Make Decisions
Build relationships
TEACH!

How do we Communicate?



Physical Communication

Write your own example of physical communication here:



Verbal Communication

Do you think verbal communication is difficult? Why?



Gestural Communication

How have you used gestural communication today? Please give an example:

Communication and Disability:

Speech Disorders:

Speech disorders relate to the muscles that form the sounds of speech.

Abnormal Pitch
Abnormal Quality
Excessive Loudness
Incorrect Articulation

*Very high or very low
Rate or pitch varies
Can't control one's volume
Inaccurate emphasis*



Language Disorders:

Language disorders are commonly caused by damage to some area of the brain.

Form *Misuse of word endings*
Semantics *Difficulty understanding expressions*
Pragmatics *Function of language*

Cognitive Communication Disorders:

Damage to the brain that can impair one's ability to transform thoughts into speech, writing, or gestures.

Fluency Disorder *Unusual rhythm of speech*
Aphasia *Loss of speech*
Delayed Language *Slow development of language skills*
Articulation Disorder *Omitting, adding, substituting words*

Why Must I Know This?

If an Individual feels unable to communicate with you, it is very likely that he/she will not feel safe with you. Then the Individual might resort to a "behavior" in a desperate attempt to communicate with you. Be creative to find ways to communicate despite any communication barriers that might exist.

Supporting the Individual during Daily Routines:



Create opportunities for conversation.



Provide opportunities for choice.



Be patient



Avoid making choices for the Individual.



Acknowledge the Individual's attempts to communicate.



Teach in the moment.



Repeat the words back.

Active Listening:

The most essential part of communicating with other people is to actually listen to what they are saying. To see how well you listen, take this True/False test. Please circle T for True or F for False for each question below.

- 1) T F In typical conversation, I am doing most of the talking.

- 2) T F My emotions play a major role when I communicate with others.

- 3) T F I usually find myself looking at the TV even when I'm conversing with someone else.

- 4) T F I am known to finish other people's sentences for them.

- 5) T F In conversation, I am usually very good at getting my point across.

- 6) T F I will often interrupt others while in conversation.

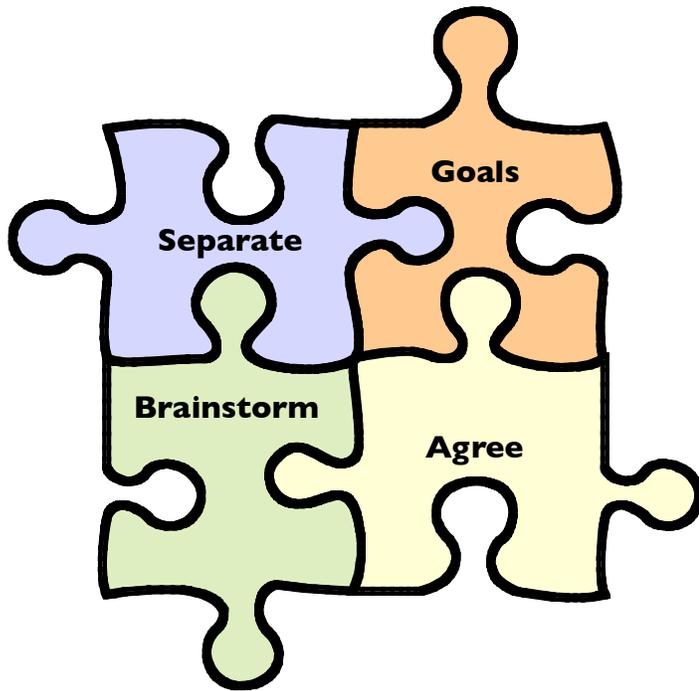
- 7) T F Sometimes I will stop paying attention to someone because they just aren't a good speaker.

- 8) T F Most people I talk to have incorrect beliefs about politics, religion, etc.

Active listening involves four steps:

- ✓ **Hear** the words that are being said.
- ✓ **Figure** out their meaning.
- ✓ **Repeat** the meaning to the speaker to show understanding.
- ✓ **Respond** to the meaning in your own words.

Dealing with Conflict:



1) Separate:

Separate the person from the problem.

2) Goals:

Concentrate on what each person wants most.

3) Brainstorm:

Explore the possibilities.

4) Agree:

Come to an agreement or compromise.

Tips for Good Communication:



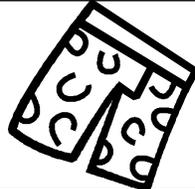
Use words when the individual feels something (sore, hurt, tired).



Point out objects while on a walk, in the car, at the park, or at the store.



Name objects during daily routines (chair, vacuum, rag).



Speak in short, simple sentences while giving directions. Don't get too complex.



Describe things while you do them (eating, dressing, cleaning).



Listen, Listen, Listen. Listen carefully to what the individual says or attempts to say.

Oompa Loompa!

During the course of this video, we've played an audio clip from a song. What did the playing of this song communicate to you?

